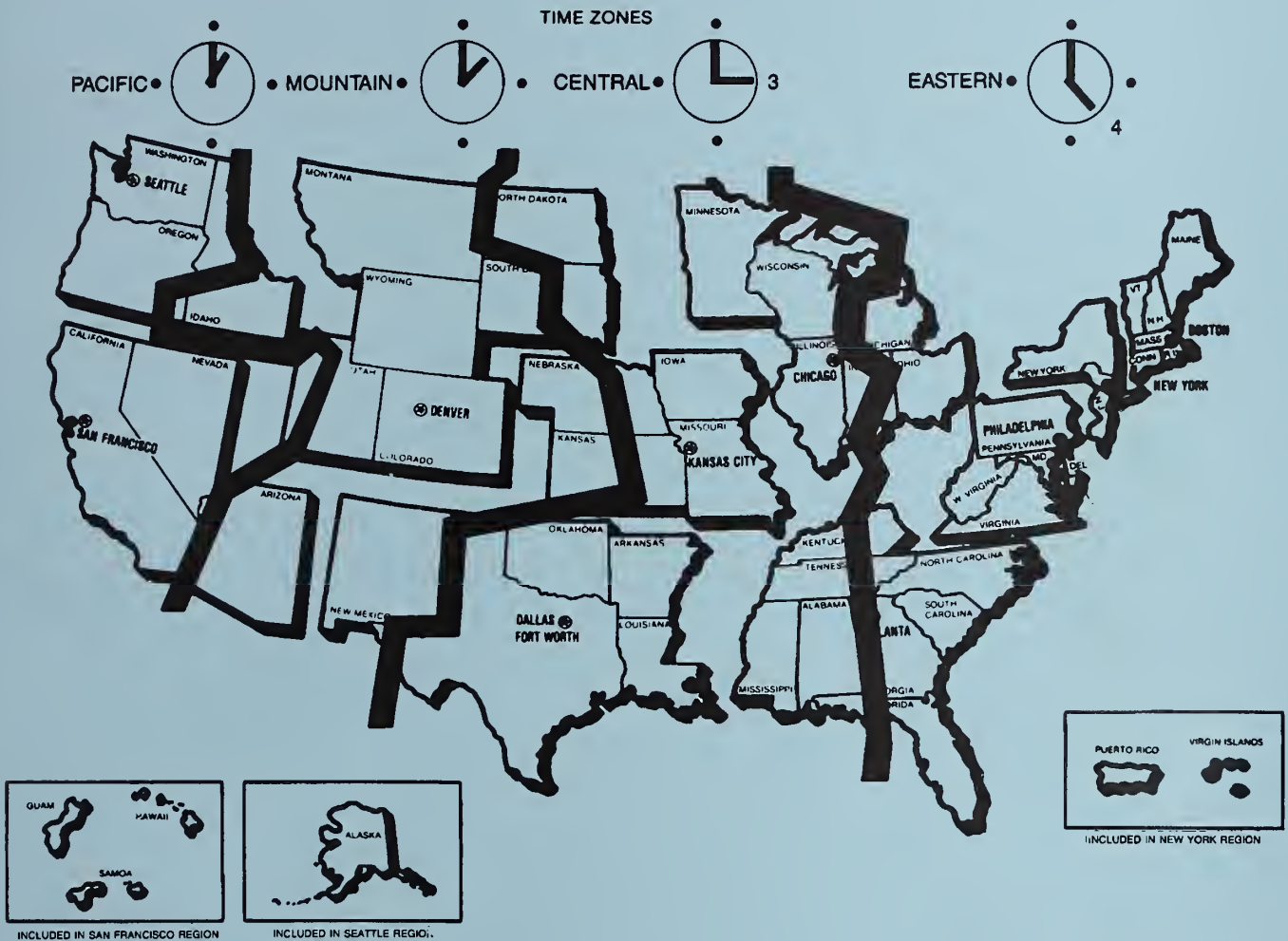


# Health Care Financing Administration INTERMEDIARY AND CARRIER DIRECTORY



**U.S. Department of  
Health and Human Services**  
Health Care Financing Administration  
Bureau of Program Operations  
HID-1 (1/94)

## HISTORY

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# INTERMEDIARY-CARRIER DIRECTORY

## U. S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

### HEALTH CARE FINANCING ADMINISTRATION

HID-1                      JANUARY 1994                      REV. 34

This is Revision 34 to the Intermediary-Carrier Directory. Discard all previous revisions since all sections of the directory have been updated.

This directory is intended for the internal use of the Health Care Financing Administration staff to contact Medicare Intermediaries and Carriers. Any inquiries regarding the content of this directory or changes to the information contained herein should be referred to the Health Care Financing Administration, Bureau of Program Operations, Office of Contracting and Financial Management, Division of Acquisition and Contracts, Contractor Operations Branch, Meadows East Building, Room 332, 6325 Security Boulevard, Baltimore, Maryland 21207.

#### COMMUNICATING WITH INTERMEDIARIES AND CARRIERS

Medicare contracts cover the rights and obligations of Intermediaries, Carriers, and the Secretary of Health and Human Services. Requests for action or information not specifically authorized by such contracts should not be made. Any questions in this regard should be addressed to the Bureau of Program Operations, Office of Contracting and Financial Management, Division of Acquisition and Contracts, Contractor Operations Branch, Room 332, Meadows East Building.

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#### PLEASE NOTE

All work days begin on Monday and end on Friday, unless otherwise stated.

All hours of operation are from a.m. to p.m.

#### ABBREVIATIONS

- RHC - Rural Health Clinics
- CHC - Community Health Centers
- CSC - Christian Science Claims
- HHA - Home Health Agencies
- HL - Histocompatibility Labs (Independent)
- OPA - Organ Procurement Agencies (Independent)
- PE - Parenteral/Enteral
- DME - Durable Medical Equipment



# INTERMEDIARY AND CARRIER DIRECTORY

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SECTION I - PART ABLUE CROSS AND BLUE SHIELD ASSOCIATION  
AND  
BLUE CROSS PLANSBLUE CROSS AND BLUE SHIELD ASSOCIATION676 North St. Clair Street  
Chicago, Illinois 60611PHONE: 312-440-6000  
FAX: 312-440-5891  
PROFS ID: HCFACHI(00121E)AGREEMENT NO. HCFA 87-001-1  
HOURS: 8:30 - 4:30Bernard R. Tresnowski  
President  
PHONE: 312-440-6010Tom Kinser  
Executive Vice President  
and Chief Operating  
Officer  
PHONE: 312-440-6210Harry P. Cain, II  
Senior Vice President  
Business Services  
PHONE: 312-440-6149Donald R. Cohodes, Sc.D.  
Vice President  
Medicare Division  
PHONE: 312-440-6245ALABAMABLUE CROSS AND BLUE SHIELD OF ALABAMA450 Riverchase Parkway, East  
Birmingham, Alabama 35298

PART A PROVIDER SERVICE AREA: State of Alabama

PHONE: 205-988-2100  
FAX: 205-733-7255  
PROFS ID: HCFAATL(00010E)AGREEMENT NO. HCFA 87-001-1.1  
HOURS: 8:00 - 4:45E. Gene Thrasher  
President and  
Chief Executive Officer  
PHONE: 205-988-2116Charles R. Hartsell  
Senior Vice President  
of Claims and  
Legislative Affairs  
PHONE: 205-988-2126Robert Orr  
Manager  
Medicare A Claims  
PHONE: 205-988-2992Horace L. (Dick) Jones  
Executive Vice President  
PHONE: 205-988-2121Lynda Northcutt  
Vice President  
Medicare Claims  
Administration  
PHONE: 205-988-2137



SECTION I - PART A

ALASKA - See Blue Cross of Washington/Alaska

ARIZONA

BLUE CROSS AND BLUE SHIELD OF ARIZONA, INC.

P.O. Box 37700  
Phoenix, Arizona 85069

STREET ADDRESS:  
2410 W. Royal Palm Road  
Phoenix, Arizona 85021

PART A PROVIDER SERVICE AREA: State of Arizona

PHONE: 602-864-4100

FAX: 602-864-4062

PROFS ID: HCFASFO(00030E) or (00030T)

AGREEMENT NO. HCFA 87-001-1.2

HOURS: 8:00 - 4:30

Robert B. Bulla  
President and Chief  
Executive Officer  
PHONE: 602-864-4444

Denise Marshall  
Director  
Federal Programs  
PHONE: 602-864-4224

David F. Ward  
Vice President  
Finance  
PHONE: 602-864-5300

Tony M. Astorga, C.P.A.  
Senior Vice President,  
CFO and Treasurer  
PHONE: 602-864-4676

Jody Chandler  
Senior Vice President  
Claims and Federal  
Programs  
PHONE: 602-864-4445

ARKANSAS

ARKANSAS BLUE CROSS AND BLUE SHIELD  
A MUTUAL INSURANCE COMPANY

STREET ADDRESS:  
601 Gaines Street  
Little Rock, Arkansas 72203

PART A PROVIDER SERVICE AREA: State of Arkansas

PHONE: 501-378-2000

FAX: 501-378-2804

PROFS ID: HCFADAL(00520E)

AGREEMENT NO. HCFA 87-001-1.3

HOURS: 8:00 - 4:30

Robert L. Shoptaw  
President and Chief  
Executive Officer  
PHONE: 501-378-2242

Regina H. Stewart  
Vice President  
Medicare Services  
PHONE: 501-378-2836

Amanda Crosby  
Manager, Provider Audit  
and Reimbursement  
PHONE: 501-378-2248

Sharon Allen  
Executive Vice President  
PHONE: 501-378-2145

Theresa Milligan  
Manager  
Medicare Programs  
Support  
PHONE: 501-378-2078

## SECTION I - PART A

CALIFORNIABLUE CROSS OF CALIFORNIA

P.O. Box 70000  
Van Nuys, California 91470

STREET ADDRESS:  
21555 Oxnard Street  
Woodland Hills, California 91367

PART A PROVIDER SERVICE AREA: State of California  
SPECIAL CLAIMS: HHA, INDEPENDENT HOSPICES (WEST)

PHONE: 818-703-2345

FAX: 818-703-2792

PROFS ID: HCFASO(00040E)

AGREEMENT NO. HCFA 87-001-1.73

HOURS: 8:00 - 4:30

Leonard D. Schaeffer  
Chairman  
PHONE: 818-703-3145

Joe Tuma  
Director  
Provider Audit  
Department  
PHONE: 818-703-2971

Juliette Chenian  
Manager  
Medicare Claims  
PHONE: 818-703-3652

Patricia Johnson  
Senior Vice President  
Senior Programs  
PHONE: 818-703-3192

Janie Solomon  
Manager, Medicare  
Program Compliance  
PHONE: 818-703-3671

COLORADO - See New Mexico Blue Cross and Blue Shield, Inc.

CONNECTICUTBLUE CROSS AND BLUE SHIELD OF CONNECTICUT, INC.

370 Bassett Road  
North Haven, Connecticut 06473-4210

PART A PROVIDER SERVICE AREA: State of Connecticut

PHONE: 203-239-4911

FAX: 203-265-8188

PROFS ID: HCFABOS(00060AE)

AGREEMENT NO. HCFA 87-001-1.7

Harry J. Torello  
President and Chief  
Operating Officer  
Benefits Group

Jerry Mueller  
Senior Vice President  
Operations

Stephen Arntsen  
Vice President  
Professional Provider  
Relations

Daniel J. Cyr  
Director of Government  
Programs  
PHONE: 203-630-4976



SECTION I - PART A

DELAWARE

BLUE CROSS AND BLUE SHIELD OF DELAWARE, INC.

One Brandywine Gateway, P.O. Box 1991  
Wilmington, Delaware 19899

PART A PROVIDER SERVICE AREA: State of Delaware

PHONE: 302-421-3000  
FAX: 302-421-2089  
PROFS ID: HCFAPHI(00570E)

AGREEMENT NO. HCFA 87-001-1.8

Robert C. Cole, Jr.  
President  
PHONE: 302-421-3020

Ralph Crouch  
Senior Vice President  
and Treasurer  
PHONE: 302-421-3150

George H. English, Jr.  
Director  
National and Government  
Business Claims  
PHONE: 302-421-3293

Gilbert P. Bardsley  
Senior Vice President  
PHONE: 302-421-3191

Jerry Icenogle  
Vice President  
Claims Administration  
PHONE: 302-421-3452

Roy Underwood  
Manager  
Government Claims  
PHONE: 302-421-3427

DISTRICT OF COLUMBIA - See Blue Cross and Blue Shield of Maryland

FLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.

P.O. Box 60729  
Jacksonville, Florida 32231

STREET ADDRESS:  
532 Riverside Avenue  
17th & 18th Floors  
Jacksonville, Florida 32202

PART A PROVIDER SERVICE AREA: State of Florida

PHONE: 904-791-6111  
PROFS ID: HCFAATL(00090E) or (00590AT)

AGREEMENT NO. HCFA 87-001-1.10  
HOURS: 8:00 - 4:30

William E. Flaherty  
President

Patricia A. Williams  
Vice President  
Medicare Part A  
PHONE: 904-791-8155  
FAX: 904-791-8378

F. Lamar James  
Director of  
Financial Performance  
PHONE: 904-791-8358

Bruce A. Davidson  
Senior Vice President  
Government Program  
Operations, 20T  
PHONE: 904-791-6779  
FAX: 904-791-8082

Andrew DePirro  
Director  
Government Relations  
PHONE: 904-791-6428

Suman Makker  
Director  
Provider Audit and  
Reimbursement  
PHONE: 904-791-8429

Terri Lee  
Director Claims  
PHONE: 904-791-8036

## SECTION I - PART A

GEORGIABLUE CROSS AND BLUE SHIELD OF GEORGIA, INC.

2357 Warm Springs Road  
P.O. Box 9048  
Columbus, Georgia 31908-9048

PART A PROVIDER SERVICE AREA: State of Georgia

PHONE: 404-571-5371

FAX: 404-571-5431

PROFS ID: HCFAATL(00101E)

AGREEMENT NO. HCFA 87-001-1.11

HOURS: 8:00 - 5:00

Richard D. Shirk  
President and Chief  
Executive Officer  
PHONE: 404-842-8410

Joan Burks  
Senior Vice President  
for Government Programs  
PHONE: 706-571-5301

Robert W. Ebert  
Assistant Vice President  
Medicare Claims  
Operations  
PHONE: 706-571-5281

Robert M. Unwin  
Assistant Vice President  
Provider Audit &  
Reimbursement  
PHONE: 706-571-5440  
PROFS ID:  
HCFAATL(00101AE)

HAWAII - See Hawaii Medical Service AssociationIDAHO - See Blue Cross and Blue Shield of OregonILLINOISHEALTH CARE SERVICE CORPORATION

233 North Michigan Avenue  
Chicago, Illinois 60601

PART A PROVIDER SERVICE AREA: State of Illinois

SPECIAL CLAIMS: HHA

PHONE: 312-938-6000

FAX: 312-565-1107

PROFS ID: HCFACHI(00121AE) or (00121AT)

AGREEMENT NO. HCFA 87-001-1.14

HOURS: 8:00 - 4:00

Raymond F. McCaskey  
President and Chief  
Executive Officer  
PHONE: 312-938-6746

Thomas F. Meyer  
Director, Provider  
Reimbursement and Audit  
PHONE: 312-938-6158

Cecilia Krull  
Vice President  
Medicare A  
PHONE: 312-938-7687

John F. Nutting  
Senior Vice President  
Government Contracts  
PHONE: 312-938-6209

Marilee Pritchard  
Medicare Part A  
Coordinator  
PHONE: 312-938-6201

## SECTION I - PART A

INDIANAASSOCIATED INSURANCE COMPANIES, INC.  
(d.b.a. BLUE CROSS AND BLUE SHIELD OF INDIANA)

ADMINASTAR OFFICES:  
8115 Knue Road  
Indianapolis, Indiana 46250

EXECUTIVE OFFICES:  
120 Monument Circle, Suite 200  
Indianapolis, Indiana 46204

PART A PROVIDER SERVICE AREA: State of Indiana

PHONE: 317-841-4400 (Operations Office)  
PHONE: 317-488-6000 (Corporate Office)  
FAX: 317-841-4691  
PROFS ID: HCFACHI(00103E)

AGREEMENT NO. HCFA 88-001-1.16  
HOURS: 8:00 - 4:00

L. Ben Lytle  
President and  
Chief Executive Officer  
PHONE: 317-488-4292

Stephen Crickmore  
President  
AdminaStar Federal  
PHONE: 317-841-4540

Ann Goad  
AdminaStar Federal  
Manager, Government  
Programs  
PHONE: 317-841-4418

Ronald E. Rosenberg  
Executive Vice President  
Government and Support  
Services  
PHONE: 317-841-4401

IOWA

IASD HEALTH SERVICES CORP.  
636 Grand Avenue  
Station 28  
Des Moines, Iowa 50309

PART A PROVIDER SERVICE AREA: States of Iowa and South Dakota  
SPECIAL CLAIMS: HHA

PHONE: 515-245-4618  
FAX: 515-245-3984  
PROFS ID: HCFAKAN(00640E)

AGREEMENT NO. HCFA 87-001-1.17  
HOURS: 8:00 - 4:30

Robert D. Ray  
President and Chief  
Executive Officer  
PHONE: 515-245-4545

C. Craig Hennesy  
Chief Operating Officer  
PHONE: 515-245-5138

Sally T. Wood  
Vice President  
Government Programs  
PHONE: 515-245-4618



## SECTION I - PART A

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

1133 S.W. Topeka Boulevard  
 P.O. Box 239  
 Topeka, Kansas 66601

PART A PROVIDER SERVICE AREA: State of Kansas

PHONE: 913-291-7000  
 FAX: 913-291-7824  
 PROFS ID: HCFKAN(00150E)

AGREEMENT NO. HCFA 87-001-1.19  
 HOURS: 8:00 - 4:30

Thomas L. Miller  
 President and Chief  
 Executive Officer

Jay Lohmann  
 Vice President  
 Government Programs  
 and Community Affairs

KENTUCKYSOUTHEASTERN MUTUAL INSURANCE COMPANY

(d/b/a Blue Cross and Blue Shield of Kentucky)  
 10100 Linn Station Road  
 Louisville, Kentucky 40223

PART A PROVIDER SERVICE AREA: State of Kentucky

PHONE: 502-423-2011  
 FAX: 502-339-5182  
 PROFS ID: HCFAATL(00160E)

AGREEMENT NO. HCFA 87-001-1.20  
 HOURS: 8:00 - 4:30

Stephen T. Bow  
 President and  
 Chief Executive Officer  
 PHONE: 502-423-2522

Sheleen Q. Fryer  
 Executive Vice President  
 PHONE: 502-423-2099

Robert B. Fleming  
 Executive Director,  
 Federal Contracts  
 PHONE: 502-423-2550

LOUISIANA - See Blue Cross and Blue Shield of Mississippi, Inc.

## SECTION I - PART A

MAINE

ASSOCIATED HOSPITAL SERVICE OF MAINE  
 (d/b/a BLUE CROSS AND BLUE SHIELD OF MAINE)  
 2 Gannett Drive  
 South Portland, Maine 04101-6911

PART A PROVIDER SERVICE AREA: State of Maine  
 SPECIAL CLAIMS: HHA, Provider-Based HHA/Hospice, RHC

PHONE: 207-822-7000  
 FAX: 207-822-7375  
 PROFS ID: HCFABOS(00180AE)

AGREEMENT NO. HCFA 87-001-1.22

Andrew W. Greene  
 President and Chief  
 Executive Officer

Wayne R. Webster  
 Senior Vice President,  
 Finance and Treasurer

Richard Haggerty  
 Medicare Coordinator

Peter H. Brown  
 Vice President  
 Government Programs  
 PROFS ID: 00180AE

Albert Harvey  
 Director, Audit  
 and Reimbursement

John H. Raeke  
 Director  
 Medicare Medical Review

MARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.  
 P.O. Box 4368, 1946 Greenspring Drive  
 Timonium Industrial Park  
 Timonium, Maryland 21093

CORPORATE HEADQUARTERS ADDRESS:  
 10455 Mill Run Circle  
 Owings Mills, Maryland 21117

PART A PROVIDER SERVICE AREA: State of Maryland and the  
 District of Columbia

PHONE: 410-561-4034  
 FAX: 410-561-7951  
 PROFS ID: HCFAPHI(00190E)

AGREEMENT NO. HCFA 87-001-1.23  
 HOURS: 8:00 - 4:15

Mr. William L. Jews  
 President  
 PHONE: 410-998-5252

Mary Anne Heckwolf  
 Vice President of  
 Medicare

## SECTION I - PART A

MASSACHUSETTSBLUE CROSS AND BLUE SHIELD OF MASSACHUSETTS, INC.

100 Summer Street  
Boston, Massachusetts 02110

PART A PROVIDER SERVICE AREA: State of Massachusetts

PHONE: 617-956-3445  
FAX: 617-350-4257  
PROFS ID: HCFABOS(00700E)

AGREEMENT NO. HCFA 87-001-1.24  
HOURS: 8:00 - 4:00

Martin V. Joyce, Jr.  
Executive Vice President  
Client Service Group  
PHONE: 617-956-3318

Paul G. Bostley  
Vice President  
Government Programs  
PHONE: 617-956-3445

MICHIGANBLUE CROSS AND BLUE SHIELD OF MICHIGAN

600 Lafayette East  
Detroit, Michigan 48226

PART A PROVIDER SERVICE AREA: State of Michigan

PHONE: 313-225-9000  
FAX: 313-225-9397  
PROFS ID: HCFACHI(00210E)

AGREEMENT NO. HCFA 88-001-1.25  
HOURS: 8:30 - 4:45

Richard E. Whitmer  
President and Chief  
Executive Officer  
PHONE: 313-225-0443

Rosalee Livingston  
Vice President  
Government Business  
Group  
PHONE: 313-225-0860

Louis Gorning  
Director  
Government Budget and  
Planning  
PHONE: 313-225-7374

Robert H. Reveley  
Senior Vice President  
Michigan Services  
PHONE: 313-225-0661

Thomas Walters  
Vice President  
Provider/Professional  
Relations and  
Administration  
PHONE: 313-225-0589

Joe Dobrich  
Director  
Medicare A Operations  
PHONE: 313-225-9341



## SECTION I - PART A

MINNESOTABLUE CROSS AND BLUE SHIELD OF MINNESOTA

P.O. Box 64357  
St. Paul, Minnesota 55164-0357

STREET ADDRESS:  
3535 Blue Cross Road  
Eagan, Minnesota 55122

PART A PROVIDER SERVICE AREA: State of Minnesota

PHONE: 612-456-8000  
FAX: 612-456-1050  
PROFS ID: HCFACHI(00220E)

AGREEMENT NO. HCFA 88-001-1.26  
HOURS: 8:15 - 4:30

Andrew P. Czajkowski  
President  
PHONE: 612-456-8400

Deborah B. Glass  
Vice President  
Government Programs  
PHONE: 612-456-8429

Mary Jane Salem  
Director  
Medicare A & B  
Operations  
PHONE: 612-456-8643

Norman C. Storbakken  
Group Vice President and  
Chief Financial Officer  
PHONE: 612-456-8040

Daryl Blowers  
Director  
Provider Audit and  
Reimbursement  
PHONE: 612-456-8450

Terry Biehn  
Director  
Government Services  
(Govt Systems and EDI)  
PHONE: 612-456-8264

MISSISSIPPIBLUE CROSS AND BLUE SHIELD OF MISSISSIPPI, INC.

P.O. Box 23035  
Jackson, Mississippi 39225-3035

(STREET ADDRESS)  
3545 Lakeland Drive  
Jackson, Mississippi 39208-9799

PART A PROVIDER SERVICE AREA: States of Mississippi, Louisiana, and Missouri

PHONE: 601-932-3704  
FAX: 601-932-9233  
PROFS ID: HCFAATL(00230E)

AGREEMENT NO. HCFA 87-001-1.27  
HOURS: 8:00 - 4:30

William K. Ray  
Chairman

Larry D. Lawrence, CPA  
Chief Operating Officer  
Government Business and  
Corporate Support  
Division

David Albin  
Senior Director  
Provider Audit

Aaron J. Johnston  
President and Chief  
Executive Officer

Richard Lefoldt, CPA  
Vice President  
Government Programs

Sheila B. Thomas, CPA  
Director  
Provider Reimbursement

Richard J. Hale  
Executive Vice President  
and Chief Operating  
Officer

## SECTION I - PART A

MISSOURI - See Blue Cross & Blue Shield of Mississippi and Mutual of Omaha

MONTANABLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

GREAT FALLS DIVISION P.O. Box 5004 Great Falls, Montana 59403	HELENA DIVISION P.O. Box 4309 Helena, Montana 59601
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STREET ADDRESS: 3360 Tenth Avenue, South Great Falls, Montana 59403	STREET ADDRESS: 404 Fuller Avenue Helena, Montana 59601
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PART A PROVIDER SERVICE AREA: State of Montana

PHONE: 406-791-4000 (Direct Dial)  
FAX: 406-727-9355  
PROFS ID: HCFADEN(00250E)

AGREEMENT NO. HCFA 87-001-1.30  
HOURS: (Winter) 8:00 - 5:00  
(Summer Hours - Memorial Day  
to Labor Day) 7:30 - 4:00

Alan F. Cain  
President  
(Located in  
Helena Division)  
FAX: 406-447-8607

Terry R. Screnar  
Executive Vice President  
  
Carl Tanberg  
Vice President  
Health Benefits  
Management

Mike Wagner  
Senior Director  
Medicare A  
(Medicare Coordinator)

NEBRASKA

BLUE CROSS AND BLUE SHIELD OF NEBRASKA  
P.O. Box 3248, Main Post Office Station  
Omaha, Nebraska 68180

STREET ADDRESS:  
7261 Mercy Road  
Omaha, Nebraska 68124

PART A PROVIDER SERVICE AREA: State of Nebraska

PHONE: 402-390-1883 (Direct Dial)  
FAX: 402-398-3640 (Corporate Office)  
PROFS ID: HCFAKAN(00260E)

AGREEMENT NO. HCFA 87-001-1.31  
HOURS: 8:00 - 4:30

Richard L. Guffey  
President

David V. Realph  
Treasurer and Chief  
Financial Officer

John T. Hines  
Vice President  
Government Programs  
FAX: 402-398-3640

## SECTION I - PART A

NEVADA - See Aetna Life Insurance CompanyNEW HAMPSHIRENEW HAMPSHIRE-VERMONT HEALTH SERVICETwo Pillsbury Street  
Concord, New Hampshire 03301PART A PROVIDER SERVICE AREA: States of New Hampshire and Vermont  
SPECIAL CLAIMS: RHCPHONE: 603-224-9511  
FAX: 603-226-4027  
PROFS ID: HCFABOS(00270AE)AGREEMENT NO. HCFA 87-001-1.32  
HOURS: 8:00 - 4:30Joseph L. Marcille, CLU  
President and Chief  
Executive OfficerEdward Cutting  
Sr. Vice President  
Client ServicesRoger Loos  
Director  
Government Programs/  
Medicomp  
PHONE: 603-224-9511Martin L. Mitchell, Jr.  
Executive Vice PresidentNEW JERSEYBLUE CROSS AND BLUE SHIELD OF NEW JERSEY, INC.33 Washington Street  
Newark, New Jersey 07102

PART A PROVIDER SERVICE AREA: State of New Jersey

PHONE: 201-456-2000  
FAX: 201-456-2086  
PROFS ID: HCFANYC(00280E)  
00280T (for Manual Issuances)AGREEMENT NO. HCFA 87-001-1.33  
HOURS: 8:00 - 5:00William J. Marino  
President and Chief  
Executive Officer  
PHONE: 201-466-8300  
FAX: 201-466-6606Joseph G. Rampone  
Vice President  
Government Programs  
PHONE: 201-456-2233  
FAX: 201-456-2305Julie Schneider  
Director  
Medicare Division  
PHONE: 201-456-3168  
FAX: 201-456-2086



## SECTION I - PART A

NEW MEXICONEW MEXICO BLUE CROSS AND BLUE SHIELD, INC.

P.O. Box 27630  
Albuquerque, New Mexico 87125-7630

STREET ADDRESS:  
12800 Indian School Road, N.E.  
Albuquerque, New Mexico 87112

PART A PROVIDER SERVICE AREA: States of New Mexico and Colorado  
SPECIAL CLAIMS: HHA, RHC

PHONE: 505-291-3540  
FAX: 505-291-6158  
PROFS ID: HCFADAL(00290E)

AGREEMENT NO. HCFA 87-001-1.34  
HOURS: 8:00 - 4:30

Jerry Sconce  
Vice President  
Operation RMHCC  
PHONE: 505-291-3540

Jim Lundquist  
Director  
Medicare Part A  
Operations  
PHONE: 505-291-3557

NEW YORKEMPIRE BLUE CROSS AND BLUE SHIELD

622 Third Avenue  
New York, New York 10017

PART A PROVIDER SERVICE AREA: State of New York

PHONE: 212-476-1000  
FAX: 212-682-5746  
PROFS ID: HCFANYC(00308E)

AGREEMENT NO. HCFA 87-001-1.38  
HOURS: 8:30 - 4:30

G. Robert O'Brien  
President and Chief  
Executive Officer  
  
David Jaspen  
Assistant Vice President  
Medicare Financial and  
Administrative Services

Gloria McCarthy  
Senior Vice President  
Medicare Operations  
2651 Strange Boulevard  
Yorktown Heights, NY  
10598-2996  
PHONE: 914-243-7575

Jan Sernett  
Assistant Vice President  
Medicare Part A  
PHONE: 315-474-4120

## SECTION I - PART A

NORTH CAROLINABLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA

P.O. Box 2291  
 Durham, North Carolina 27702-2291

STREET ADDRESS:  
 800 South Duke Street  
 Durham, North Carolina 27701

PART A PROVIDER SERVICE AREA: State of North Carolina

PHONE: 919-490-3540

FAX: 919-688-4973

PROFS ID: HCFAATL(00310E) or (00310T)

AGREEMENT NO. HCFA 87-001-1.43

HOURS: 8:00 - 4:30

Kenneth C. Otis, II  
 President  
 PHONE: 919-490-2400  
 FAX: 919-490-0171

Teresa L. Morris  
 Director  
 Medicare Claims  
 PHONE: 919-490-3344  
 FAX: 919-688-4973

O. Brown Gardner  
 Senior Director  
 Medicare Programs  
 PHONE: 919-490-3540  
 FAX: 919-688-4973

J. Sherman Owens  
 Vice President  
 Benefits Administration  
 PHONE: 919-490-2210  
 FAX: 919-419-8385

NORTH DAKOTABLUE CROSS BLUE SHIELD OF NORTH DAKOTA

4510 13th Avenue, S.W.  
 Fargo, North Dakota 58121

PART A PROVIDER SERVICE AREA: State of North Dakota

PHONE: 701-282-1100

FAX: 701-282-1002

PROFS ID: HCFADEN(00820E)

AGREEMENT NO. HCFA 87-001-1.44

HOURS: 8:00 - 4:30

Michael Unhjem  
 President and Chief  
 Executive Officer  
 PHONE: 701-282-1327

LeNoel Lichtsinn  
 Senior Vice President  
 PHONE: 701-282-1329

Joy Martinson  
 Assistant Vice President  
 PHONE: 701-282-1439

## SECTION I - PART A

OHIO

COMMUNITY MUTUAL INSURANCE COMPANY  
(d/b/a COMMUNITY MUTUAL BLUE CROSS AND BLUE SHIELD)

P.O. Box 145482  
Cincinnati, Ohio 45250-5482

STREET ADDRESS  
Holiday Park West  
801A West 8th Street  
Cincinnati, Ohio 45203

PART A PROVIDER SERVICE AREA: State of Ohio

PHONE: 513-872-8100

FAX: 513-852-4249

PROFS ID: HCFACHI(00332E)

AGREEMENT NO. HCFA 87-001-1.46

HOURS: 8:30 - 4:30

Dwane Houser  
Chairman and  
Chief Executive Officer  
PHONE: 513-977-8811

Donald M. Dominick  
Director,  
Government Programs  
Finance and  
Administration  
PHONE: 513-852-4354

Ed Shamrock  
Director  
Audit and Reimbursement  
PHONE: 513-852-4330

Robert C. Heird  
Executive Vice President  
Mutual Operations  
PHONE: 513-977-8833

Richard Erb  
Medicare Coordinator  
PHONE: 513-852-4288

George C. Preston  
Director  
Medicare Claims  
Operations  
PHONE: 513-852-4201

Thomas C. Mowry  
Vice President  
Government Programs  
PHONE: 513-852-4230

Ernestine Blackwell  
Director, Medicare  
Provider Affairs  
PHONE: 513-852-4245

OKLAHOMA

GROUP HEALTH SERVICE OF OKLAHOMA, INC.  
(d/b/a BLUE CROSS AND BLUE SHIELD OF OKLAHOMA)

1215 South Boulder Avenue  
Tulsa, Oklahoma 74119

PART A PROVIDER SERVICE AREA: State of Oklahoma

PHONE: 918-560-2090

FAX: 918-560-3506

PROFS ID: HCFADAL(00340E)

AGREEMENT NO. HCFA 87-001-1.52

HOURS: 8:00 - 4:45

Michael S. Rhoads  
Senior Vice President  
PHONE: 918-560-2108

Ronald F. King  
Senior Vice President  
PHONE: 918-560-2195

Peggy A. Risinger, FACHE  
Vice President and  
Director of  
Government Programs  
PHONE: 918-560-2090



## SECTION I - PART A

OREGONBLUE CROSS AND BLUE SHIELD OF OREGON

P.O. Box 8110  
Portland, Oregon 97207-8110

**STREET ADDRESS:**  
100 S.W. Market Street  
Portland, Oregon 97201

**PART A PROVIDER SERVICE AREA:** States of Oregon and Idaho,  
also Clark County in the State of Washington

PHONE: 503-721-7007  
FAX: 503-228-3304  
PROFS ID: HCFASEA(00350E)

AGREEMENT NO. HCFA 87-001-1.53  
HOURS: 9:00 - 3:00

Richard Woolworth  
Chief Executive Officer  
and President  
PHONE: 503-225-5206  
FAX: 503-225-6797

Roger Lyman  
Executive Vice President  
Managed Care/Internal  
Operations  
PHONE: 503-364-4848  
FAX: 503-588-4350

Joseph A. Martincic  
Senior Vice President  
Administrative Services  
PHONE: 503-225-5320  
FAX: 503-225-6797

James E. Verdick  
Vice President  
Government Programs  
PHONE: 503-721-7115  
FAX: 503-228-3304

PENNSYLVANIAINDEPENDENCE BLUE CROSS

(Formerly BLUE CROSS OF GREATER PHILADELPHIA)

1901 Market Street  
Philadelphia, Pennsylvania 19103

**PART A PROVIDER SERVICE AREA:** Pennsylvania Counties of Philadelphia,  
Bucks, Montgomery, Chester, and Delaware  
**SPECIAL CLAIMS:** HHA

PHONE: 215-241-2400  
FAX: 215-241-2774  
PROFS ID: HCFAPHI(00362E)

AGREEMENT NO. HCFA 87-001-1.72  
HOURS: 8:15 - 4:30

G. Fred DiBona, Jr.  
President and Chief  
Executive Officer  
PHONE: 215-241-2422

Allen Wise  
Chief Operating Officer  
PHONE: 215-241-2455

Robert A. McKeown  
Senior Vice President  
Medicare Operations and  
Provider Services  
PHONE: 215-241-2770

## SECTION I - PART A

VERITUS INC.  
 (d/b/a BLUE CROSS OF WESTERN PENNSYLVANIA  
 Fifth Avenue Place  
 120 Fifth Avenue  
 Pittsburgh, Pennsylvania 15222

EXPRESS MAIL ONLY:  
 Veritus, Inc., Government Business  
 Foster Plaza Building 8  
 730 Holiday Drive, Suite \_\_\_\_\_  
 Pittsburgh, Pennsylvania 15220

PART A PROVIDER SERVICE AREA: Pennsylvania Counties except those  
 listed for Independence Blue Cross  
 SPECIAL CLAIMS: RHC

PHONE: 412-255-7000  
 FAX: 412-392-4660  
 PROFS ID: HCFAPHI(00363E)

AGREEMENT NO. HCFA 87-001-1.56  
 HOURS: 8:30 - 4:45

Eugene J. Barone  
 Chairman and Chief  
 Executive Officer  
 PHONE: 412-255-8250

William M. Lowry  
 President and Chief  
 Operating Officer  
 PHONE: 412-255-5430

Address all technical  
 and procedural  
 correspondence to:  
 Marilyn Koch  
 Senior Vice President  
 Government Programs  
 120 Fifth Avenue  
 Fifth Avenue Place  
 Suite F8221  
 Pittsburgh, PA  
 15222-3099

PHONE: 412-928-6201  
 FAX: 412-928-3973

RHODE ISLAND

BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND  
 444 Westminster Street  
 Providence, Rhode Island 02903-3279

PART A PROVIDER SERVICE AREA: State of Rhode Island

PHONE: 401-459-1000  
 FAX: 401-272-2389  
 PROFS ID: HCFABOS(00370AE)

AGREEMENT NO. HCFA 87-001-1.58

Douglas J. McIntosh  
 President

George Schobel  
 Senior Vice President  
 Government Programs

John Lauzon  
 Director of Federal  
 Programs

## SECTION I - PART A

SOUTH CAROLINABLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA

I-20 at Alpine Road  
Columbia, South Carolina 29219

PART A PROVIDER SERVICE AREA: State of South Carolina  
SPECIAL CLAIMS: HHA

PHONE: 803-788-3860  
FAX: 803-788-8240  
PROFS ID: HCFAATL(00380E)

AGREEMENT NO. HCFA 87-001-1.59  
HOURS: 8:30 - 5:00

M. Edward Sellers  
President and  
Chief Executive Officer  
PHONE: 803-788-3860

Bruce W. Hughes  
Vice President  
Medicare Operations  
PHONE: 803-788-3860

Sharon R. Roberts  
Director  
Medicare Provider Audit  
PHONE: 803-788-3860

William R. Horton  
Group Vice President  
Government Programs  
PHONE: 803-788-3860  
FAX: 803-736-9289

Leon C. Myers  
Assistant Vice President  
Medicare Part A  
PHONE: 803-425-4534

P. Mitchel Williams  
Director  
Medicare Provider  
Reimbursement  
PHONE: 803-788-3860

SOUTH DAKOTA - See IASD Health Service Corp

TENNESSEEBLUE CROSS AND BLUE SHIELD OF TENNESSEE

801 Pine Street  
Chattanooga, Tennessee 37402

PART A PROVIDER SERVICE AREA: State of Tennessee  
SPECIAL CLAIMS: RHC

PHONE: 615-755-5783  
FAX: 615-752-6518  
PROFS ID: HCFAATL(00390E) or (00390T)

AGREEMENT NO. HCFA 87-001-1.60  
HOURS: 8:00 - 4:15

J. Robert McGuff  
Chief Executive Officer

William E. Nuckols  
Executive Vice President

Ann Keown  
Director  
Government Claims

Thomas Long  
President

Wesley Sorrow  
Senior Vice President

Harold H. Cantrell, Jr.  
Director  
Provider Audit and  
Reimbursement



## SECTION I - PART A

TEXASBLUE CROSS AND BLUE SHIELD OF TEXAS, INC.

P.O. Box 660031  
Dallas, Texas 75266-0031

STREET ADDRESS:  
901 South Central Expressway  
Richardson, Texas 75080

PART A PROVIDER SERVICE AREA: State of Texas

PHONE: 214-669-6900

AGREEMENT NO. HCFA 87-001-1.62

FAX: 214-669-7612

HOURS: 7:30 - 4:00

PROFS ID: HCFADAL(00400E)

Rogers K. Coleman, M.D.  
President  
PHONE: 214-669-6011

Lelia Wright  
Vice President  
Chief Operating Officer  
Medicare  
PHONE: 214-669-7414

Edward Hanchey  
Vice President  
Provider Reimbursement  
PHONE: 214-669-6394

Vernon Walker  
Vice President  
Comptroller  
PHONE: 214-669-6190

UTAHBLUE CROSS AND BLUE SHIELD OF UTAH

2455 Parley's Way  
P.O. Box 30270  
Salt Lake City, Utah 84130

PART A PROVIDER SERVICE AREA: State of Utah

PHONE: 801-487-6441

AGREEMENT NO. HCFA 87-001-1.63

FAX: 801-481-6994

HOURS: 8:00 - 4:30

PROFS ID: HCFADEN(00410E)

Jed H. Pitcher  
President and  
Chief Executive Officer  
PHONE: 801-481-6665

Frank Leonard  
Vice President  
Finance  
PHONE: 801-481-6535

Frank Brown  
Vice President  
Government Programs  
(Medicare Coordinator)  
PHONE: 801-481-6673

VERMONT - See New Hampshire-Vermont Health Service

## SECTION I - PART A

VIRGINIABLUE CROSS AND BLUE SHIELD OF VIRGINIA

602 South Jefferson Street

P.O. Box 12201

Roanoke, Virginia 24023-2201

PART A PROVIDER SERVICE AREA: States of Virginia and West Virginia

PHONE: 804-354-7000

AGREEMENT NO. HCFA 87-001-1.64

FAX: 703-853-3089 (Roanoke Office)  
804-354-2232 (Richmond Office)

HOURS: 8:15 - 4:45

PROFS ID: HCFAPHI(00423E)

Norwood H. Davis, Jr.  
Chief Executive Officer  
and Chairman of the  
Board  
PHONE: 804-354-7487John C. Berry  
Executive Vice President  
and Chief Operating  
Officer  
Government and  
Individual BusinessPaul S. Keyser  
Vice President  
Government Business  
Group  
PHONE: 703-853-3069Phyllis C. Cothran  
President and  
Chief Operating OfficerTimothy Brown  
Director Reimbursement  
PHONE: 804-354-2222Thomas Jarvis  
Director  
Medicare Operations  
PHONE: 703-853-3930WASHINGTONBLUE CROSS OF WASHINGTON AND ALASKA

P.O. Box 2847

Seattle, Washington 98111-2847

STREET ADDRESS:

7001 - 220TH S.W.

Mountlake Terrace, Washington 98043

PART A PROVIDER SERVICE AREA: States of Washington and Alaska

PHONE: 206-670-1010

AGREEMENT NO. HCFA 87-001-1.66

FAX: 206-670-5505

HOURS: 8:30 - 5:00

PROFS ID: HCFASEA(00430E)

Betty Woods  
President and  
Chief Executive Officer  
PHONE: 206-670-5780Eric Rohlman  
Senior Vice President,  
Operations  
PHONE: 206-670-4166William Eastwood  
Vice President  
Benefit Services  
PHONE: 206-670-4168Janet Russell  
Manager  
Federal Programs  
PHONE: 206-670-5504

## SECTION I - PART A

WEST VIRGINIA - See Blue Cross and Blue Shield of VirginiaWISCONSINBLUE CROSS & BLUE SHIELD UNITED OF WISCONSIN

P.O. Box 2019  
 Milwaukee, Wisconsin 53201-2019

STREET ADDRESS:  
 1515 N. RiverCenter Drive  
 Milwaukee, Wisconsin 53212-3953

PART A PROVIDER SERVICE AREA: States of Wisconsin, New York,  
 New Jersey, Puerto Rico, Michigan, and Minnesota  
 SPECIAL CLAIMS: HHA and Hospice

PHONE: 414-226-5000  
 FAX: 414-226-5226  
 or 414-226-6033

AGREEMENT NO. HCFA 87-001-1.70  
 HOURS: (Winter) 8:00 - 4:30  
 (Summer) 7:45 - 4:30  
 (Fri. Only) 7:45 - 1:30

PROFS ID: HCFACHI(00450E)

Thomas R. Hefty  
 Chairman, President and  
 Chief Executive Officer  
 United Wisconsin  
 Services  
 TEL: 414-226-6295

Marvilene King  
 Director of Federal  
 Programs  
 PHONE: 414-226-5160

Timothy F. Cullen  
 President and Chief  
 Operating Officer  
 Government Programs  
 PHONE: 414-226-6004

Steven Banas  
 Medicare Contract  
 Administration  
 Government Programs  
 PHONE: 414-226-5071

WYOMINGBLUE CROSS AND BLUE SHIELD OF WYOMING

4000 House Avenue  
 P.O. Box 2266  
 Cheyenne, Wyoming 82001

PART A PROVIDER SERVICE AREA: State of Wyoming

PHONE: 307-634-1393  
 FAX: 307-778-8582  
 PROFS ID: HCFADEN(00460E)

AGREEMENT NO. HCFA 87-001-1.71  
 HOURS: 8:00 - 5:00

Charles E. Chapman  
 President  
 Medicare Coordinator  
 PHONE: 307-634-1393

Lloyd Wilder  
 Senior Director of  
 Federal Programs  
 PHONE: 307-634-1393



SECTION II - PART BBLUE SHIELD PLANSALABAMABLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway, East  
Birmingham, Alabama 35298

PART B JURISDICTION: State of Alabama

PHONE: 205-988-2100  
FAX: 205-733-7255  
PROFS ID: HCFAATL(00010E)

CONTRACT NO. HCFA 87-003-2  
HOURS: 8:00 - 4:45

E. Gene Thrasher  
President and  
Chief Executive Officer  
PHONE: 205-988-2116

Charles R. Hartsell  
Senior Vice President  
of Claims and  
Legislative Affairs  
PHONE: 205-988-2126

Robert Orr  
Manager  
Medicare A Claims  
PHONE: 205-988-2992

Horace L. (Dick) Jones  
Executive Vice President  
PHONE: 205-988-2121

Lynda Northcutt  
Vice President  
Medicare Claims  
Administration  
PHONE: 205-988-2137

Leigh Forman  
Manager  
Medicare B Claims  
PHONE: 205-988-2777

ALASKA - See Aetna Life Insurance Company

ARIZONA - See Aetna Life Insurance Company

ARKANSASARKANSAS BLUE CROSS AND BLUE SHIELDA MUTUAL INSURANCE COMPANY

601 Gaines Street  
Little Rock, Arkansas 72203

PART B JURISDICTION: State of Arkansas and Louisiana

PHONE: 501-378-2000  
FAX: 501-378-2804  
PROFS ID: HCFADAL(00520E)

CONTRACT NO. HCFA-87-004-2  
HOURS: 8:00 - 4:45

Robert L. Shoptaw  
President and Chief  
Executive Officer  
PHONE: 501-378-2242

Regina H. Stewart  
Vice President  
Medicare Services  
PHONE: 501-378-2836

Theresa Milligan  
Manager  
Medicare Programs  
Support  
PHONE: 501-378-2078

Sharon Allen  
Executive Vice President  
PHONE: 501-378-2145

## SECTION II - PART B

CALIFORNIACALIFORNIA PHYSICIANS' SERVICE  
(d/b/a BLUE SHIELD OF CALIFORNIA)P.O. Box 7013  
San Francisco, California 94130-7013STREET ADDRESS:  
1 Beach Street  
San Francisco, California 94133

PART B JURISDICTION: State of California (North)

PHONE: 415-445-5087

FAX: 415-445-5056

PROFS ID: HCFASFO(00542T)

CONTRACT NO. HCFA-87-005-2

HOURS: 8:00 - 4:30

Wayne Moon  
President and Chief  
Executive Officer  
PHONE: 415-445-5097M. Marcel Green  
Senior Vice President  
Ind. Small Group and  
Government  
PHONE: 415-445-5424James McMurtry  
Vice President  
Medicare  
PHONE: 415-445-5455Michael Ganahl  
Vice President  
and Senior Financial  
Officer  
PHONE: 415-445-5101Chris Traube  
Manager  
Medicare Liaison  
and Medical Review  
PHONE: 415-445-5413COLORADOROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE  
(d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)700 Broadway  
Denver, Colorado 80273

PART B JURISDICTION: State of Colorado

PHONE: 303-831-2131

FAX: 303-839-5876

PROFS ID: HCFADEN(00550E) or (00550T)

CONTRACT NO. HCFA-87-006-2

HOURS: 8:00 - 4:30

Jerry Sconce  
Vice President  
Government Operations  
RMHCC  
PHONE: 303-831-2792James Wanebo  
Director  
Medicare Part B Claims  
Operations  
PHONE: 303-831-2943Bill Crossen  
Vice President  
Controller Finance  
PHONE: 303-831-2670Tom Gillgannon  
Vice President  
Government Operations  
PHONE: 303-831-2788Susan Schutte  
Director  
Government Services  
PHONE: 303-831-2276

## SECTION II - PART B

CONNECTICUT - See The Travelers Insurance CompanyDELAWARE - See Pennsylvania Blue ShieldDISTRICT OF COLUMBIA - See Pennsylvania Blue ShieldFLORIDABLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.

532 Riverside Avenue  
P.O. Box 2078  
Jacksonville, Florida 32231-0019

PART B JURISDICTION: State of Florida

PHONE: 904-791-6111

FAX: 904-791-6838 (Medicare B Only)

PROFS ID: HCFAATL(00590E)

CONTRACT NO. HCFA-87-009-2

HOURS: 8:00 - 4:30

William E. Flaherty  
President

Bruce A. Davidson  
Senior Vice President  
Government Program  
Operations  
PHONE: 904-791-6779

W. Charles Scott  
Vice President  
Medicare Part B  
PHONE: 904-791-6344  
PROFS ID: 00090T

Betty Kennard  
Director  
Specialty Claims  
PHONE: 904-791-6457

Robert Malinky  
Director  
Reimbursement & Benefits  
Management  
PHONE: 904-791-6650

Mario Rubio  
Director  
Customer Service  
PHONE: 904-791-6954

Karen Tingen  
Director  
Reviews/Financial  
Services  
PHONE: 904-791-6871

Dr. Michael Riisager  
Director  
Medical Policy  
PHONE: 904-791-6615

Priscilla Davis  
Director  
DME/MSP Claims  
PHONE: 904-791-8399

Curtis Lord  
Director  
System/Programs Change  
Management  
PHONE: 904-791-8090

Laura Rountree  
Director  
Suspense Claims/  
Claims Entry  
PHONE: 904-791-6370

Karen Zelenkov  
Director  
Business Planning  
PHONE: 904-791-6272



## SECTION II - PART B

GEORGIA - See Aetna Life Insurance Company

HAWAII - See Atena Life and Casualty Company

IDAHO - See Connecticut General Life Insurance Company

ILLINOISHEALTH CARE SERVICE CORPORATION

233 North Michigan Avenue  
Chicago, Illinois 60601

PART B JURISDICTION: State of Illinois

PHONE: 312-938-6360

FAX: 312-861-0319

PROFS ID: HCFACHI(00621E) or (00621BT) or (00621CT)

CONTRACT NO. HCFA-89-010-2

HOURS: 8:00 - 4:00

Raymond F. McCaskey  
President and Chief  
Operating Officer  
PHONE: 312-938-6746

John F. Nutting  
Senior Vice President  
Government Contracts  
PHONE: 312-938-6209

William J. Gowen  
Vice President  
Medicare B Operations  
PHONE: 312-938-5775

Ann J. Shannon  
Vice President  
Medicare Part B Support  
PHONE: 312-938-7474

MARION FACILITY

P.O. Box 995  
Marion, Illinois 62959

PHONE: 618-997-2311

FAX: 618-993-8091

Barbara Harrigan  
Senior Manager  
Medicare Part B

Donna Stewart  
Medicare Coordinator

## SECTION II - PART B

INDIANAASSOCIATED INSURANCE COMPANIES, INC.

OPERATIONS OFFICES:  
8115 Knue Street  
Indianapolis, Indiana 46250-2804

EXECUTIVE OFFICES:  
120 Monument Circle, Suite 200  
Indianapolis, Indiana 46204

PART B JURISDICTION: State of Indiana  
SPECIAL CLAIMS: Durable Medical Equipment

PHONE: 317-841-4425  
FAX: 317-841-4691  
PROFS ID: HCFACHI(00103E)

CONTRACT NO. HCFA-88-011-2  
HOURS: 8:00 - 4:00

L. Ben Lytle  
President and Chief  
Executive Officer  
PHONE: 317-488-6488

Stephen Crickmore  
AdminaStar Federal  
President  
PHONE: 317-841-4540

**DURABLE MEDICAL  
EQUIPMENT**

Associated Insurance  
Companies, Inc.  
ATTN: DMERC Operations  
8115 Knue Road  
Indianapolis, IN 46250

Ronald E. Rosenberg  
Executive Vice President  
Government and Support  
Services  
PHONE: 317-841-4401

Ann Goad  
AdminaStar Federal  
Manager Government  
Programs  
PHONE: 317-841-4418

FAX: 317-841-4691  
PROFS ID:  
HCFACHI 00103E

IOWA

IASD HEALTH SERVICES CORP.  
636 Grand Avenue  
Station 28  
Des Moines, Iowa 50309

PART B JURISDICTION: State of Iowa

PHONE: 515-245-4618  
FAX: 515-245-3984  
PROFS ID: HCFAKAN(00640E)

CONTRACT NO. HCFA-87-012-2  
HOURS: 8:00 - 4:30

Robert D. Ray  
President and Chief  
Executive Officer  
PHONE: 515-245-4545

C. Craig Hennesy  
Chief Operating Officer  
PHONE: 515-245-5138

Sally T. Wood  
Vice President  
Government Programs  
PHONE: 515-245-4618

## SECTION II - PART B

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

1133 Topeka Avenue  
 P.O. Box 239  
 Topeka, Kansas 66601

PART B JURISDICTION: States of Kansas, Western Missouri and Nebraska

PHONE: 913-291-7000  
 FAX: 913-291-7824  
 PROFS ID: HCFKAN(00150E)

CONTRACT NO. HCFA-88-040-2  
 HOURS: 8:00 - 4:30

Thomas L. Miller  
 President and Chief  
 Executive Officer

Jay Lohmann  
 Vice President  
 Government Programs and  
 Community Affairs

KENTUCKYSOUTHEASTERN MUTUAL INSURANCE COMPANY

(d/b/a Blue Cross and Blue Shield of Kentucky, Inc.)  
 10100 Linn Station Road  
 Louisville, Kentucky 40223

PART B JURISDICTION: State of Kentucky

PHONE: 606-281-5805  
 FAX: 502-339-5182  
 PROFS ID: HCFAATL(00660E)

CONTRACT NO. HCFA-87-036-2  
 HOURS: 8:00 - 4:30

Steven T. Bow  
 President and Chief  
 Executive Officer  
 PHONE: 502-423-2522

Gary Calabrese  
 Director  
 Medicare Part B Division  
 PHONE: 606-281-5805

Robert B. Fleming  
 Executive Director  
 PHONE: 502-423-2550

Sheleen Q. Fryer  
 Executive Vice President  
 Operations  
 PHONE: 502-423-2099

LOUISIANA - See Arkansas Blue Cross and Blue Shield, Inc.

MAINE - See Blue Cross and Blue Shield of Massachusetts, Inc.



## SECTION II - PART B

MARYLANDBLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.

P.O. Box 4368, 1946 Greenspring Drive  
 Timonium Industrial Park  
 Timonium, Maryland 21093

CORPORATE HEADQUARTERS ADDRESS:  
 10455 Mill Run Circle  
 Owings Mills, Maryland 21117

PART B JURISDICTION: All Maryland Counties except Prince Georges  
 and Montgomery (See Pennsylvania Blue Shield)

PHONE: 410-561-4045  
 FAX: 410-561-7951  
 PROFS ID: HCFAPHI(00190E)

CONTRACT NO. HCFA-87-014-2  
 HOURS: 8:00 - 4:15

William L. Jews  
 President  
 PHONE: 410-998-5252

Mary Anne Heckwolf  
 Vice President of  
 Medicare

MASSACHUSETTSBLUE CROSS AND BLUE SHIELD OF MASSACHUSETTS, INC.

100 Summer Street  
 Boston, Massachusetts 02110

PART B JURISDICTION: States of Massachusetts, Maine,  
 New Hampshire and Vermont

PHONE: 617-956-3445  
 FAX: 617-350-4555  
 PROFS ID: HCFABOS(00700E)

CONTRACT NO. HCFA-87-015-2  
 HOURS: 8:00 - 4:00

William C. Van Faasen  
 President and Chief  
 Executive Officer

Martin V. Joyce, Jr.  
 Executive Vice President  
 Client Services Group

Paul G. Bostley  
 Vice President  
 Government Programs  
 PHONE: 617-956-3445

## SECTION II - PART B

MICHIGANBLUE CROSS AND BLUE SHIELD OF MICHIGAN

600 Lafayette East  
 Detroit, Michigan 48226

PART B JURISDICTION: State of Michigan

PHONE: 313-225-9000  
 FAX: 313-225-9397  
 PROFS ID: HCFACHI(00710E)

CONTRACT NO. HCFA-88-016-2  
 HOURS: 8:30 - 4:45

Richard E. Whitmer  
 President and Chief  
 Executive Officer  
 PHONE: 313-225-0443

Rosalee Livingston  
 Vice President  
 Government Business  
 Group  
 PHONE: 313-225-0860

Catherine Schmitt  
 Director  
 Medicare B Operations  
 PHONE: 313-225-0703

Robert H. Reveley  
 Senior Vice President  
 Michigan Services  
 PHONE: 313-225-0661

Louis Gorning  
 Director  
 Government Budget and  
 Planning  
 PHONE: 313-225-7374

MINNESOTABLUE CROSS AND BLUE SHIELD OF MINNESOTA

P.O. Box 64357  
 St. Paul, Minnesota 55164-0357

## STREET ADDRESS:

Waterview Office Tower  
 1200 Yankee Doodle Road  
 Eagan, Minnesota 55122

PART B JURISDICTION: All Minnesota Counties except Anoka,  
 Dakota, Fillmore, Goodhue, Hennepin, Houston, Olmstead,  
 Ramsey, Wabasha, Washington and Winona.  
 (Also see The Travelers Insurance Company).

PHONE: 612-456-8000  
 FAX: 612-456-1050  
 PROFS ID: HCFACHI(00220E)

CONTRACT NO. HCFA-88-035-2  
 HOURS: 8:15 - 4:30

Andrew P. Czajkowski  
 President  
 PHONE: 612-456-8400

Deborah B. Glass  
 Vice President  
 Government Programs  
 PHONE: 612-456-8429

Mary Jane Salem  
 Director  
 Medicare A & B  
 Operations  
 PHONE: 612-456-8643

Norman C. Storbakken  
 Group Vice President and  
 Chief Financial Officer  
 PHONE: 612-456-8040

Terry Biehn  
 Director  
 Government Services  
 (Govt Systems and EDI)  
 PHONE: 612-456-8264

## SECTION II - PART B

MISSISSIPPI - See The Travelers Insurance Company

MISSOURI - See Blue Cross and Blue Shield of Kansas, Inc. for Western Missouri and General American Life for Eastern Missouri

MONTANA

BLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

P.O. Box 4309  
404 Fuller Avenue  
Helena, Montana 59601

PART B JURISDICTION: State of Montana

PHONE: 406-791-4000  
FAX: 406-442-9968  
PROFS ID: HCFADEN(00751E)

CONTRACT NO. HCFA-87-018-2  
HOURS: 8:00 - 5:00

Alan F. Cain  
President  
PHONE: 406-791-4000

Hal Rawson  
Vice President  
Planning and Government  
Operations  
(Medicare Coordinator)  
PHONE: 406-444-8356

Marsha Vanderhoff  
Medicare Manager  
PHONE: 406-444-8374

Terry R. Screnar  
Vice President Planning  
and Government Programs

NEBRASKA - See Blue Cross and Blue Shield of Kansas, Inc.

NEVADA - See Aetna Life Insurance Company

NEW HAMPSHIRE - See Blue Cross and Blue Shield of Massachusetts

NEW JERSEY - See Pennsylvania Blue Shield

NEW MEXICO - See Aetna Life Insurance Company



## SECTION II - PART B

NEW YORKBLUE CROSS AND BLUE SHIELD OF WESTERN NEW YORK, INC.

1901 Main Street, P.O. Box 80  
Buffalo, New York 14240-0080

UPSTATE MEDICARE DIVISION:  
7-9 Court Street  
Binghamton, New York 13901-3197

PART B JURISDICTION: The State of New York (except for the  
Counties served by Empire and Group Health, Inc.)

PHONE: 716-887-6900  
FAX: 716-855-7152 (Buffalo Operation)  
or 607-779-6395 (Medicare Operation)  
PROFS ID: HCFANYC(00801E) or (00801T)

CONTRACT NO. HCFA 87-022-2  
HOURS: 8:00 - 4:30

Richard A. Villari  
President  
PHONE: 716-887-6900  
Thomas Fortunato  
Vice President  
General Counsel and  
Secretary  
PHONE: 716-887-6900

Jerry Maciejewski  
Vice President and  
Chief Operating Officer  
Upstate Medicare  
Division  
PHONE: 607-779-6221  
or 716-855-7765

Donald W. Niles  
Executive Vice President  
Administration  
PHONE: 716-887-6900

EMPIRE BLUE CROSS AND BLUE SHIELD

622 Third Avenue  
New York, New York 10017

PART B JURISDICTION: Counties of Bronx, Columbia, Delaware,  
Dutchess, Greene, Kings, Nassau, New York, Orange, Putnam,  
Richmond, Rockland, Suffolk, Sullivan, Ulster and Westchester.

PHONE: 212-476-1000  
FAX: 212-682-5746

CONTRACT NO. HCFA 87-021-2  
HOURS: 8:30 - 4:30

G. Robert O'Brien  
President and Chief  
Executive Officer

Gloria McCarthy  
Senior Vice President  
Medicare Operations  
2651 Strang Boulevard  
Yorktown Heights, NY  
10598-2996  
PHONE: 914-243-7575

John B. Olsen  
Vice President  
Medicare Part B  
Operations  
PHONE: 914-243-7648  
FAX: 914-243-7592

David Jaspen  
Assistant Vice President  
Medicare Financial and  
Administrative Services

## SECTION II - PART B

NORTH CAROLINA - See Connecticut General Life Insurance Company

NORTH DAKOTABLUE CROSS BLUE SHIELD OF NORTH DAKOTA

4510 13TH Avenue, S.W.  
Fargo, North Dakota 58121

PART B JURISDICTION: The States of North Dakota,  
South Dakota and Wyoming

PHONE: 701-282-1100  
FAX: 701-282-1002  
PROFS ID: HCFADEN(00410E)

CONTRACT NO. HCFA 87-023-2  
HOURS: 8:00 - 4:30

Michael Unhjem  
President and  
Chief Executive Officer  
PHONE: 701-282-1327

LeNoel Lichtsinn  
Senior Vice President  
PHONE: 701-282-1329

Joy Martinson  
Assistant Vice President  
PHONE: 701-282-1439

OHIO - See Nationwide Mutual Insurance Company

OKLAHOMA - See Aetna Life Insurance Company

OREGON - See Aetna Life Insurance Company

## SECTION II - PART B

PENNSYLVANIAPENNSYLVANIA BLUE SHIELD

P.O. Box 890065

Camp Hill, Pennsylvania 17089-0065

FOR EXPRESS MAIL:

1800 Center Street

Camp Hill, Pennsylvania 17089

**PART B JURISDICTION:** States of Pennsylvania; Delaware; and New Jersey; District of Columbia; City of Alexandria, and Arlington and Fairfax Counties in Virginia; Prince Georges and Montgomery Counties in Maryland.

PHONE: 717-763-3151

FAX: 717-731-2431 (Center Street)

717-975-7045 (Center Street)

717-561-5608 (East Park Drive)

PROFS ID: HCFAPHI(00865E)

CONTRACT NO. HCFA 87-025-2

HOURS: 8:30 - 4:45

Samuel D. Ross, Jr.  
President and Chief  
Executive Officer  
PHONE: 717-763-3415

Everett F. Bryant  
Senior Vice President  
Government Business  
PHONE: 717-763-3919

Terrence E. Bowling  
Corporate Vice President  
Medicare Business  
PHONE: 717-975-7276

Judith Krafsig-Kearney  
Vice President  
Medicare Operations  
PHONE: 717-763-3495

Raymond R. Eichelberger  
Controller  
Government Business  
PHONE 717-763-3167

Patrick M. Kiley  
Vice President  
Medicare Professional  
Services  
PHONE: 717-730-5891

Tami S. Mohny  
Director  
Medicare Support  
Services  
PHONE: 717-730-5804

Ronald P. Estep  
Vice President  
Post Payment Services  
PHONE: 717-773-3668

Joseph A. Ricci, MD  
Senior Vice President  
Professional Affairs  
PHONE: 717-763-3334



## SECTION II - PART B

PUERTO RICOSEGUROS DE SERVICIO DE SALUD DE PUERTO RICO, INC.

Box 363628  
San Juan, Puerto Rico 00936-3628

**STREET ADDRESS:**  
1441 Franklin D. Roosevelt Avenue  
Caparra, Puerto Rico 00920

**PART B JURISDICTION:** Puerto Rico and U.S. Virgin Islands

PHONE: 809-749-4949 (Switch Board)  
PHONE: 809-749-4080 (Medicare)  
FAX: 809-749-4092  
PROFS ID: HCFANYC(00973E) or (00973T)

CONTRACT NO. HCFA 87-033-2  
HOURS: 7:45 - 4:15  
Atlantic Standard Time

Miguel Vázquez-Deynes  
President  
PHONE: 809-749-4114

Earl Harper  
Vice President, Medicare  
PHONE: 809-749-4080

Orlando Lomba-Amador  
Assistant Vice President  
Medicare  
PHONE: 809-749-4031

Ms. Socorro Rivas  
Executive Vice President  
PHONE: 809-749-4118

Rubén Elí Matos  
Administrative Assistant  
Medicare  
PHONE: 809-749-4033

RHODE ISLANDBLUE CROSS AND BLUE SHIELD OF RHODE ISLAND

444 Westminster Street  
Providence, Rhode Island 02903-3279

**PART B JURISDICTION:** State of Rhode Island

PHONE: 401-459-1000  
FAX: 401-272-2389  
PROFS ID: HCFABOS(00370AE)

CONTRACT NO. HCFA 87-026-2

Douglas J. McIntosh  
President

George Schobel  
Senior Vice President  
Government Programs

John Lauzon  
Director of Federal  
Programs

## SECTION II - PART B

SOUTH CAROLINA

BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA  
(d.b.a PALMETTO GOVERNMENT BENEFITS ADMINISTRATORS)

EXECUTIVE OFFICES:  
I-20 at Alpine Road  
Columbia, South Carolina 29219

OPERATIONS OFFICES:  
300 Arbor Lake Drive, Suite 1300  
Columbia, South Carolina 29223

PART B JURISDICTION: State of South Carolina

SPECIAL CLAIMS: PE Nutrition, Immunosuppressive Drug,  
Durable Medical Equipment (DME)

DME REGIONAL CARRIER for the following States:  
Alabama, Arkansas, Colorado, Florida, Georgia, Kentucky,  
Louisiana, Mississippi, New Mexico, North Carolina,  
Oklahoma, Puerto Rico, South Carolina, Tennessee Texas,  
Virgin Islands

PHONE: 803-735-1034  
FAX: 803-691-2188  
PROFS ID: HCFAATL(00885E)

CONTRACT NO. HCFA 87-027-2

HOURS: 8:30 - 5:00

M. Edward Sellers  
President and  
Chief Executive Officer  
PHONE: 803-788-3860

William R. Horton  
Group Vice President  
Government Programs  
PHONE: 803-788-3860  
FAX: 803-736-9289

Ann S. Archibald  
Assistant Vice President  
DMERC Operations  
PHONE: 803-735-1034

Bruce W. Hughes  
Vice President  
Medicare Operations  
PHONE: 803-788-3860

John N. Dart  
Assistant Vice President  
Medicare Part B  
Operations  
PHONE: 803-788-3860

DURABLE MEDICAL  
EQUIPMENT

Palmetto GBA  
ATTN: DMERC Operaitons  
Suite 1300  
300 Arbor Lake Drive  
Columbia, SC 29223

FAX: 803-691-2188  
PROFS ID:  
HCFAATL 00885E

SOUTH DAKOTA - See Blue Shield of North Dakota

TENNESSEE - See Connecticut General Life Insurance Company

## SECTION II - PART B

TEXASBLUE CROSS AND BLUE SHIELD OF TEXAS, INC.

901 South Central Expressway  
Richardson, Texas 75080

PART B JURISDICTION: State of Texas

PHONE: 214-669-6900  
FAX: 214-669-7612  
PROFS ID: HCFADAL(00900E)

CONTRACT NO. HCFA 87-029-2  
PHONE: 7:30 - 4:00

Rogers K. Coleman, M.D.  
President  
PHONE: 214-669-6011

Lelia Wright  
Vice President and Chief  
Operating Officer  
Medicare  
PHONE: 214-669-7414

Vernon Walker  
Vice President  
Comptroller  
PHONE: 214-669-6190

UTAHBLUE CROSS AND BLUE SHIELD OF UTAH

2455 Parley's Way  
P.O. Box 30270, Medicare B  
Salt Lake City, Utah 84130

PART B JURISDICTION: State of Utah

PHONE: 801-487-6441  
FAX: 801-481-6994  
PROFS ID: HCFADEN(00410E)

CONTRACT NO. HCFA 87-030-2  
HOURS: 8:00 - 4:30

Jed H. Pitcher  
President and  
Chief Executive Officer  
PHONE: 801-481-6665

Frank Leonard  
Vice President  
Finance  
PHONE: 801-481-6535

Frank Brown  
Vice President  
Government Programs  
(Medicare Coordinator)  
PHONE: 801-481-6673

VERMONT - See Blue Cross and Blue Shield of MassachusettsVIRGINIA - See The Travelers Insurance CompanyWASHINGTON - See Aetna Life Insurance CompanyWEST VIRGINIA - See Nationwide Mutual Insurance CompanyWISCONSIN? - See Wisconsin Physician's Service CorporationWYOMING - See BC & BS of North Dakota



SECTION III - PARTS A & B  
COMMERCIAL AND INDEPENDENT

AETNA LIFE INSURANCE COMPANY

[HOME OFFICE]  
151 Farmington Avenue  
Hartford, Connecticut 06156

EXPRESS MAIL ONLY:  
Medicare Administration - M-323  
306 Industrial Park Road  
Middletown, Connecticut 06457

PART A PROVIDER SERVICE AREA: States of Arizona, California,  
Connecticut, Florida, Illinois, Massachusetts, Nevada,  
New Jersey, Pennsylvania, Tennessee and Washington

PART B JURISDICTION: States of Alaska, Arizona, Georgia, Nevada,  
Oklahoma, Oregon, Hawaii, New Mexico, Washington, Guam,  
and Northern Marianna Islands

SPECIAL CLAIMS: HHA, RHC, CHC, CSC

PHONE: 203-636-5666  
FAX: 203-636-1337  
FAX: 203-636-0111  
FAX: 203-636-2721

AGREEMENT NO. HCFA 87-300-1  
CONTRACT NO. HCFA 87-300-2

PROFS ID: HCFABOS(61000CE)

Thomas R. Williams  
Senior Vice President  
Aetna Health Plans

Peggy Nail  
Assistant Vice President  
Part B  
PHONE: 203-636-5643

Janet Kalas  
Director Part A  
PHONE: 203-636-5667

Keith A. Stevenson  
Vice President  
Retiree Health Products  
Aetna Health Plans

Cecil Bonneville  
Director  
Audit/Reimbursement  
PHONE: 203-636-5612

Terrance Keefe  
Manager, Fiscal  
Management and  
Planning  
PHONE: 203-636-5671

Charles Gustafson  
Vice President  
Medicare Administration  
PHONE: 203-636-5669

Alvin Perlman  
Manager, Systems  
PHONE: 203-636-5610

(AETNA FIELD OFFICES - NEXT 3 PAGES)

## SECTION III - PARTS A &amp; B

AETNA (Continued)FIELD OFFICES - PART ACALIFORNIA

Pat Taormino  
 Manager  
 Medicare Benefits  
 Administration  
 P.O. Box 808019  
 Petaluma, California  
 94975-8019  
 1353 Redwood Way  
 Petaluma, CA 94954

PHONE: 707-664-0365  
 FAX: 707-795-1613  
 PROFS ID:  
 HCFASFO(51051E)  
 HOURS: 8:00 - 4:15

CONNECTICUT

William Doyle  
 Manager  
 Medicare Benefits  
 Administration  
 270 Farmington Ave.  
 2nd Floor  
 P.O. Box 329  
 Farmington, CT 06032

PHONE: 203-677-8517  
 FAX: 203-676-9927  
 PROFS ID:  
 HCFABOS(61000DE)

FLORIDA

Robert L. Grathwohl  
 Manager  
 Medicare Benefits  
 Administration  
 25400 U.S. 19 N.  
 Suite 135  
 Clearwater, FL  
 34623-2193

PHONE: 813-796-8292  
 FAX: 813-796-5694  
 PROFS ID:  
 HCFAATL(51100E)

ILLINOIS

Paul A. Klopfenstein  
 Manager  
 Medicare Benefits  
 Administration  
 4507 N. Sterling Avenue  
 4th Floor  
 P.O. Box 1702  
 Peoria, IL 61615-3800

PHONE: 309-686-2310  
 FAX: 309-686-1142  
 PROFS ID:  
 HCFACHI(51140E)

PENNSYLVANIA

Gerald G. Livesey  
 Manager  
 Medicare Benefits  
 Administration  
 501 Office Center Drive  
 Fort Washington, PA  
 19034

PHONE: 215-643-1770  
 FAX: 215-540-9520  
 PROFS ID:  
 HCFAPHI(51390E)  
 HOURS: 8:00 - 4:15

AUDIT AND REIMBURSEMENTCONNECTICUTCALIFORNIA

Ricardo R. Yumul  
 Manager, Medicare  
 Audit and Reimbursement  
 Administration  
 P.O. Box 808019  
 Petaluma, CA 94975-8019

1353 Redwood Way  
 Petaluma, CA 94954

PHONE:  
 707-792-5850 (Claims)  
 707-664-0801 (Audit)  
 FAX: 707-795-6236

Joe Padre, Manager  
 Medicare Audit and  
 Reimbursement  
 Administration  
 6180 Laurel Canyon Blvd.  
 Suite 201  
 North Hollywood, CA  
 91606-3266

PHONE: 818-769-0600  
 FAX: 818-769-7808  
 PROFS ID:  
 HCFASFO(51051AE)

Edward J. Rogers  
 Manager  
 Medicare Audit and  
 Reimbursement  
 Administration  
 One Hartfield Executive  
 Park  
 160 Bridge Street  
 East Windsor, CT 06088

PHONE: 203-627-6811  
 FAX: 203-627-9231  
 HOURS: 7:45-3:30

## SECTION III - PARTS A &amp; B

AETNA (Continued)AUDIT AND REIMBURSEMENT (Continued)FLORIDA

Michael Clark  
 Manager  
 Medicare Audit and  
 Reimbursement  
 Administration  
 25400 U.S. Highway 19N  
 Suite 107  
 Clearwater, FL  
 34623-2193

PHONE: 813-796-5666  
 FAX: 813-796-9234  
 PROFS ID:  
 HCFAATL(51100E)  
 HOURS: 8:00 - 4:10

ILLINOIS

Warren Willis  
 Manager  
 Medicare Audit and  
 Reimbursement  
 Administration  
 1555 Mittel Drive  
 Suite D  
 Wood Dale, IL 60191

PHONE: 708-595-6880  
 FAX: 708-595-8013  
 PROFS ID:  
 HCFACHI(51140E)  
 HOURS: 8:00 - 4:00

PENNSYLVANIA

Dennis Phipps  
 Manager  
 Medicare Audit and  
 Reimbursement  
 Administration  
 501 Office Center Drive  
 Fort Washington, PA  
 19034

PHONE: 215-643-7200  
 FAX: 215-540-9520  
 PROFS ID:  
 HCFAPHI(51390E)

NEVADA

Peter Tibone  
 Administrator  
 Medicare Audit and  
 Reimbursement  
 Administration  
 Executive Center East  
 1515 Tropicana Ave.,  
 Buidling 600  
 Suite 640 & 650  
 Las Vegas, NV 89119

PHONE: 702-736-1790  
 FAX: 702-736-1769

Gary Lynch  
 Administrator  
 Medicare Audit and  
 Reimbursement  
 Administration  
 4600 Keitzke Lane  
 Suite 134D  
 Reno, NV 89502

PHONE: 702-825-2300  
 FAX: 702-825-1325

WASHINGTON

Auturo Garvida  
 Manager  
 Medicare Audit and  
 Reimbursement  
 Administration  
 3400 1888 Street, S.W.  
 Suite 418  
 Lynnwood, WA 98037

PHONE: 206-682-3795  
 FAX: 206-621-0335



## SECTION III - PARTS A &amp; B

AETNA (Continued)FIELD OFFICES - PART BARIZONA

Rufus O. Sadler  
 Manager  
 Medicare Benefits  
 Administration  
 P.O. Box 37200  
 C-100  
 Phoenix, AZ 85069

PHONE: 602-870-6203  
 FAX: 602-870-6298  
 PROFS ID:  
 HCFASFO(01030E)  
 HOURS: 8:00 - 4:20

GEORGIA

Don Stiller  
 Manager  
 Medicare Benefits  
 Administration  
 P.O. Box 60010  
 Savannah, GA 31420-0010

STREET ADDRESS:  
 12052 Middleground Road  
 Suite A  
 Savannah, GA 31419-1699

PHONE: 912-921-3010  
 FAX: 912-927-6946  
 PROFS ID:  
 HCFAATL(0104E)

HAWAII

Gladys Yamashiro  
 Manager  
 Medicare Benefits  
 Administration  
 P.O. Box 3947  
 Honolulu, HI 96812-3947

STREET ADDRESS:  
 1001 Bishop Street  
 Pauahi Tower  
 Honolulu, HI 96812

PHONE: 808-524-1240  
 FAX: 808-599-5457  
 PROFS ID:  
 HCFASFO(01120E)  
 HOURS: 7:00 - 4:20

NEW MEXICO

Anne C. Hensler  
 Supervisor  
 Medicare Benefits  
 Administration  
 Northpointe Plaza  
 5700 Harper Drive, N.E.  
 Suite 210  
 Albuquerque, NM 87109

PHONE: 505-843-7771  
 FAX: 505-243-6635

OKLAHOMA

Fred C. Bush  
 Manager  
 Medicare Benefits  
 Administration  
 701 N.W.  
 63rd Street, 3rd Floor  
 Oklahoma City, OK 73116

PHONE: 405-848-6257  
 FAX: 405-848-0131  
 PROFS ID:  
 HCFADAL(01370E)  
 HOURS: 7:45 - 4:00

OREGON

Kenneth Kerns  
 Manager  
 Medicare Benefits  
 Administration  
 P.O. Box 1997  
 Portland, OR 97207-1997

STREET ADDRESS:  
 200 S.W. Market Street  
 Suite 300  
 Portland, OR 97201

PHONE: 503-243-5351  
 FAX: 503-243-5598  
 PROFS ID:  
 HCFASEA(01380E)  
 HOURS: 8:00 - 4:05

WASHINGTON

Kenneth Kerns  
 Manager  
 Medicare Benefits  
 Administration  
 1501 Fourth Avenue  
 Suite 850  
 Seattle, WA 98101

PHONE: 206-442-4813  
 FAX: 206-467-2070  
 PROFS ID:  
 HCFASEA(51500E)  
 HOURS: 8:00 - 4:00

## SECTION III - PARTS A &amp; B

COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO

GPO Box 3428

San Juan, Puerto Rico 00936-3428

## STREET ADDRESS:

400 Americo Miranda Avenue, Villa Nevarez

Rio Piedras, Puerto Rico 00927

PART A PROVIDER SERVICE AREA: Puerto Rico and U.S. Virgin Islands

PHONE: 809-498-5930

FAX: 809-756-8199

PROFS ID: HCFANYC(57400E)

AGREEMENT NO. HCFA 87-326-1

HOURS: 8:00 - 4:30

Atlantic Standard Time

Gabriel Dolagaray  
President  
PHONE: 809-758-7854Jose A. Brull  
Vice President  
Medicare  
PHONE: 809-758-9720Andrés Rodriguez  
Assistant Vice President  
Audit and Reimbursement  
PHONE: 809-758-8615Maria Cristina Ortiz  
Executive Vice President  
PHONE: 809-764-8469(Switch Board)  
809-763-2053  
(Direct Line)Mrs. Alba Cosme de Natal  
Assistant Vice President  
Medicare Division  
PHONE: 809-764-4060CONNECTICUT GENERAL LIFE INSURANCE COMPANY (CGLIC), a CIGNA Company  
Hartford, Connecticut 06152

PART B JURISDICTION: States of Idaho, North Carolina, Tennessee

SPECIAL CLAIMS: Durable Medical Equipment (DME)

PHONE: 203-726-4235

FAX: 203-726-1648

PROFS ID: HCFAATL(05655E)

CONTRACT NO. HCFA 91-330-2

HOURS: 8:15 - 4:15

Lawrence P. English  
President and Chief  
Executive Officer  
PHONE: 203-726-4235Ms. Barbara King  
Vice President  
PHONE: 203-726-4235**DURABLE MEDICAL  
EQUIPMENT**Connecticut General Life  
Insurance Company  
ATTN: DMERC Operations  
2 Vantage Way  
Metro Exchange Bldg.  
Nashville, TN 37228

PHONE: 615-244-9433

PROFS ID:

HCFAATL 05655E

CONNECTICUT GENERAL LIFE INSURANCE COMPANY FIELD OFFICES - NEXT PAGE

## SECTION III - PARTS A &amp; B

CONNECTICUT GENERAL LIFE INSURANCE COMPANY  
(Continued)FIELD OFFICESIDAHO

Judy Webb  
Field Director  
P.O. Box 8048  
Boise, Idaho 83707

STREET ADDRESS:  
3150 N. Lakeharbor Lane  
Suite 254  
Boise, Idaho 83703

PHONE: 208-342-1410  
FAX: 208-336-4221  
PROFS ID:  
HCFASEA(05130E)

HOURS: 8:00 - 4:00

NORTH CAROLINA  
AND TENNESSEE

2 Vantage Way  
Nashville, TN 37228

N. Michael Brown  
Vice President  
P.O. Box 671  
Nashville, TN 37202

PHONE: 615-244-5600  
FAX: 615-244-9433  
PROFS ID:  
HCFAATL(05535E)  
HOURS: 8:30 - 4:00

William Seal, Director  
Tennessee Medicare  
P.O. Box 1465  
Nashville, Tn 37202  
PHONE: 615-248-6235

Elaine Reed  
Director  
North Carolina Medicare  
P.O. Box 671  
Nashville, TN 37202

SATELLITE OFFICE

Faye Hoggard  
Manager  
1 Triad Center  
Suite 240  
7736 McCloud Road  
Greensboro, NC 27409

PHONE: 919-665-0380  
FAX: 919-665-0327  
PROFS ID:  
HCFAATL(05535AE)  
HOURS: 8:30 - 4:00



## SECTION III - PARTS A &amp; B

GENERAL AMERICAN LIFE INSURANCE COMPANY

P.O. Box 505  
St. Louis, Missouri 63166

STREET ADDRESS:  
13045 Tesson Ferry Road  
St. Louis County, Missouri 63128

PART B JURISDICTION: Eastern Missouri

PHONE: 314-843-8700  
FAX: 314-525-5593  
PROFS ID: HCFAKAN(11260E)  
PROFS ID:

CONTRACT NO. HCFA 87-309-2  
HOURS: 8:00 - 4:30

Richard A. Liddy  
President and Chief  
Executive Officer

Walter Schultz  
Vice President  
Group Information  
Systems

GROUP HEALTH INCORPORATED

88 West End Avenue  
New York, New York 10023

PART B JURISDICTION: Queens County, New York

PHONE: 212-721-1300  
FAX: 212-721-0580  
PROFS ID: HCFANYC(14330E)

CONTRACT NO. HCFA 87-320-2  
HOURS: 9:00 - 5:00

Frank Branchini  
President

Lynne Ridgeway  
Assistant Vice President  
PHONE: Ext 342

Jacqueline McNeill  
Director  
Program Integrity  
PHONE: Ext. 310

James E. Ryan  
Vice President  
PHONE: Ext. 400

Peter S. Moore  
Assistant to the  
Vice President  
PHONE: Ext. 380

Sean Martinez  
Director  
Claims Processing  
PHONE: Ext. 356

Paul G. Deutsch, M.D.  
Medicare Director  
PHONE: Ext. 316

## SECTION III - PARTS A &amp; B

HAWAII MEDICAL SERVICE ASSOCIATION

Medicare Administration  
P.O. Box 860  
Honolulu, Hawaii 96808-0860

STREET ADDRESS:  
818 Keeaumoku  
Honolulu, Hawaii 96814

PART A PROVIDER SERVICE AREA: State of Hawaii, Guam, American Samoa,  
and Northern Marianas

PHONE: 808-944-2324

AGREEMENT NO. HCFA 87-002-1

FAX: 808-944-9419

HOURS: 7:30 - 4:15

PROFS ID: HCFASFO(17120E)

Marvin B. Hall  
President  
PHONE: 808-944-3578

Gwen Miyasato  
Vice President  
Government Programs  
PHONE: 808-944-2403

Joji Nouchi  
Vice President  
Audit and Reimbursement  
PHONE: 808-536-4020

Robert Hiam  
Senior Vice President  
PHONE: 808-944-3580

MUTUAL OF OMAHA INSURANCE COMPANY

P.O. Box 1602  
Omaha, Nebraska 68101

STREET ADDRESS:  
3301 Dodge Street  
Omaha, Nebraska 68131

PART A PROVIDER SERVICE AREA: States of Alabama, Arizona, California,  
District of Columbia, Florida, Georgia, Illinois, Indiana, Iowa,  
Kansas, Louisiana, Maryland, Massachusetts, Michigan, Missouri,  
Nebraska, Nevada, Oregon, Oklahoma, Tennessee, Texas, Virginia,  
Washington, West Virginia,

PHONE: 402-351-2860

AGREEMENT NO. HCFA 87-319-1

FAX: 402-351 8047

HOURS: 8:00 - 4:30

PROFS ID: HCFAKAN(52280E)

John W. Weekly  
President and  
Chief Operating Officer

Richard G. Bath  
Vice President and  
Director, Medicare  
Administration  
PHONE: 402-351-2587

William F. Taylor  
Assistant Vice President  
and Director  
Medicare Operations  
PHONE: 402-351-2570

Kathryn R. Macumber  
Senior Vice President  
Individual Claims and  
Medicare

Lewis O. White  
Manager  
Field Operations  
PHONE: 402-351-8585

James E. Schmitz  
Second Vice President  
Director, Audit and  
Reimbursement  
PHONE: 402-351-2589

MUTUAL OF OMAHA FIELD OFFICES ARE SHOWN ON THE NEXT PAGE.

## SECTION III - PARTS A &amp; B

MUTUAL OF OMAHA FIELD OFFICESCALIFORNIA

William L. Yarletz  
Regional Medicare  
Manager  
Suite 223  
2740 Fulton Avenue  
Sacramento, CA 95821

PHONE: 916-481-4700  
FAX: 916-481-2230  
HOURS: 8:00 - 4:30

Richard N. Eclarin  
Audit Manager  
Suite 405  
901 Corporate Center  
Drive  
Monterey Park, CA 91754

PHONE: 213-881-9586  
FAX: 213-881-9534  
HOURS: 8:00 - 4:30

NEBRASKA

Frank M. Kiblinger  
Regional Medicare  
Manager

Richard L. Behrends  
Audit Manager  
3201 Farnam Street  
Omaha, NE 68131

PHONE: 402-351-5381  
FAX: 402-315-8047  
HOUR: 8:00 - 4:30

GEORGIA

William C. Otto  
Regional Medicare  
Manager

Dalton E. Fraley  
Audit Manager  
Suite 300  
2400 Herodian Way  
Smyrna, GA 30080

PHONE: 404-988-9052  
FAX: 404-988-9065  
HOURS: 8:00 - 4:30

MISSOURI

Sal R. Froio  
Audit Manager  
11701 Borman Drive  
Suite 285  
St. Louis, MO 63146

PHONE: 314-997-6626  
FAX: 314-997-6997  
HOURS: 8:00-4:30

James Flemming  
Audit Supervisor  
10220 North Executive  
Hills Boulevard  
Suite 220  
Kansas City, MO 64153

PHONE: 816-891-6500  
FAX: 816-891-8817  
HOURS: 8:00 - 4:30

TEXAS

Guy A. Trigg  
Regional Medicare  
Manager

Neil A. Milbrandt  
Audit Manager  
14200 Midway Road,  
Suite 125  
Dallas, TX 75244

PHONE: 214-386-4061  
FAX: 214-233-9406  
HOURS: 8:00 - 4:30



## SECTION III - PARTS A &amp; B

NATIONWIDE MUTUAL INSURANCE COMPANY (HOME OFFICE)

P.O. Box 16788 or P.O. Box 16781  
Columbus, Ohio 43216

STREET ADDRESS:  
Three Nationwide Plaza  
Columbus, Ohio 43215

PART B JURISDICTION: States of Ohio and West Virginia

PHONE: 614-249-7111  
FAX: 614-249-3732  
PROFS ID: HCFACHI(16360E)

CONTRACT NO. HCFA 87-311-2  
HOURS: 8:00 - 4:30

John E. Fisher  
General Chairman  
PHONE: 614-249-5400

William P. Ramsey  
Vice President  
Medicare  
PHONE: 614-249-7078

C. Nelson Merrell  
Medicare Claims  
Department Manager  
PHONE: 614-249-7124

D. Richard McFerson  
President and Chief  
Executive Officer

Stephen A. Johnson  
Beneficiary and Provider  
Services Department  
Manager  
PHONE: 614-249-7067

Jeannine M. Keating  
Administrative Support  
Services Department  
Manager  
PHONE: 614-249-4691

Carl J. Santillo  
Senior Vice President  
Life and Health  
Operations  
PHONE: 614-249-1343

Alice Faryna, M.D.  
Medicare Medical  
Director  
PHONE: 614-249-2667

FIELD OFFICE ADDRESS:  
P.O. Box 3183  
1207 Quarrier Street  
Charleston, WV 25332  
PHONE: 213-748-2311  
HOURS: 8:00 - 4:30

Deanna L. Myers  
District Manager  
PHONE: 304-346-0411

## SECTION III - PARTS A &amp; B

TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY

P.O. Box 5072  
 Upland, California 91785-5072

STREET ADDRESS:  
 1149 S. Broadway, 3rd Floor  
 Los Angeles, California 90015

PART B JURISDICTION: State of California (South)  
 SPECIAL CLAIMS: PE

PHONE: 213-748-2311  
 FAX: 213-741-7939  
 PROFS ID: HCFASFO(02050E)

CONTRACT NO. HCFA 87-312-2  
 STAGGERED HOURS: 7:00 - 5:30

David R. Carpenter  
 Chairman, President and  
 Chief Executive Officer  
 PHONE: 213-742-2131

Louise K. Neal  
 Senior Vice President  
 and Chief Medicare  
 Administrative Officer  
 PHONE: 213-742-2561

George E. Garcia  
 Vice President and  
 Chief Medicare Officer  
 PHONE: 213-742-2561

DIVISION MANAGERS/SECOND  
VICE PRESIDENTS

Stanley B. Friedman  
 Professional and  
 Beneficiary Services  
 PHONE: 213-742-2578

Stephanie Quincey  
 Special Benefits  
 Processing  
 PHONE: 213-742-2569

Inell Browning  
 Claim Control and  
 Processing  
 PHONE: 213-742-2576

Cathy Rivera  
 Department Manager  
 PEN Claims  
 PHONE: 213-742-2628

## SECTION III - PARTS A &amp; B

**THE TRAVELERS INSURANCE COMPANY**  
**(CORPORATE OFFICES)**  
**THE TRAVELERS COMPANIES**  
 One Tower Square  
 Hartford, Connecticut 06183

(GOVERNMENT OPERATIONS MAIL & EXPRESS MAIL)  
 2 Riverview Square  
 99 East River Drive  
 East Hartford, CT 06108

PART A PROVIDER SERVICE AREA: States of Connecticut,  
 New York and Michigan

PART B JURISDICTION: States of Connecticut, Minnesota  
 (See BC & BS of Minnesota), Mississippi, and Virginia

SPECIAL CLAIMS: Railroad Retirement Board  
 Durable Medical Equipment (DME)

PHONE: 203-277-3897  
 FAX: 203-954-2328  
 PROFS ID: HCFABOS(10230AE) (10230BE)

AGREEMENT NO. HCFA 87-301-1  
 CONTRACT NO. HCFA 87-301-2  
 CONTRACT NO. RRB 88-001-6

E. H. Budd  
 Chairman of the Board

**DURABLE MEDICAL  
 EQUIPMENT**

**FIELD OPERATIONS-PART A  
 FISCAL ADMINISTRATION**

**MEDICARE OPERATIONS**  
 and  
**GOVERNMENT OPERATIONS**

Richard S. Stuart  
 Vice President  
 Government Operations  
 PHONE: 203-277-2478  
 FAX: 203-954-2328

The Travelers Insurance  
 Company  
 ATTN: DMERC Operations  
 5RS, 5th Floor  
 99 E. River Drive  
 East Hartford, CT 06108

Thomas C. Flanigan  
 Director  
 Government Operations  
 PHONE: 203-277-4001  
 FAX: 203-954-2328

John H. Castleman  
 Director  
 Government Operations  
 PHONE: 203-277-2086  
 FAX: 203-954-2328

FAX: 203-954-2328  
 PROFS ID:  
 HCFABOS 10230BE

**FIELD OPERATIONS-PART A**

John H. Wrynn  
 Manager  
 Medicare A  
 538 Preston Avenue  
 P.O. Box 1041  
 Meriden, CT 06454-9000  
 PHONE: 203-639-3000

AND

The Travelers Insurance  
 Company  
 Murray Plaza, Suite 339  
 320 S. Pennsylvania  
 Blvd.  
 Wilkes-Barre, PA  
 18701-2215

**FIELD OPERATIONS-PART B**

J. Thomas Wright  
 Division Vice President  
 Government Programs  
 Riverview Square - 5RS  
 99 East River Drive  
 East Hartford, CT 06108

FAX: 717-820-5750  
 PROFS ID:  
 HCFAPHIL 10555D

PHONE: 203-277-6056  
 FAX: 203-954-2328

THE TRAVELERS FIELD OFFICES ARE SHOWN ON THE NEXT PAGE.



SECTION III - PARTS A & B  
TRAVELERS INSURANCE COMPANY

FIELD OFFICES - PART A

AUDIT/REIMBURSEMENT

CONNECTICUT

Jefferey H. Gagnon  
 Medicare Manager  
 The Travelers Companies  
 538 Preston Avenue  
 P.O. Box 1041  
 Meriden CT 06454-9000

PHONE: 203-639-3000  
 FAX: 203-639-3202  
 HOURS: 8:00 - 4:15

MICHIGAN

David M. Gross  
 Medicare Manager  
 1000 Travelers Tower  
 26555 Evergreen Road  
 Southfield, MI 48076

PHONE: 313-423-2308  
 FAX: 313-423-2009  
 HOURS: 8:00 - 4:00

NEW YORK

John Fazzio  
 Medicare Manager  
 Travelers Financial  
 Center  
 90 Merrick Avenue  
 P.O. Box 7004-11554  
 East Meadows, NY 11554

PHONE: 516-296-2000  
 FAX: 516-296-2780  
 HOURS: 8:00 - 4:15

FIELD OFFICES PART B

CONNECTICUT

Dale Wilkison  
 Manager  
 The Travelers Companies  
 538 Preston Avenue  
 P.O. Box 5000  
 Meriden, CT 06450-9000

PHONE: 203-639-3000  
 FAX: 203-639-3018  
 HOURS: 8:00 - 4:15

MINNESOTA

Kathleen Oleen  
 District Manager  
 The Travelers Co.  
 8120 Penn Avenue  
 Bloomington, MN  
 55431

PHONE: 612-885-2800  
 FAX: 612-885-2839  
 HOURS: 8:00 - 4:15

MISSISSIPPI

J. Keith Walton  
 District Manager  
 P.O. Box 22545  
 Jackson, MS  
 39225-2545

FOR EXPRESS MAIL:  
 Woodlands Office Park  
 795 Woodland Parkway  
 2nd Floor  
 Ridgeland, MS 39157

PHONE: 601-977-5750  
 FAX: 601-957-3729  
 PROFS ID:  
 HCFAATL(1025OE)  
 HOURS: 8:15 - 4:30

VIRGINIA

Jerry R. Kennerly  
 District Manager  
 P.O. Box 26463  
 Richmond, VA 23261-6463

FOR EXPRESS MAIL:  
 300 Arboretum Place  
 Richmond, VA 23236

PHONE: 804-330-6100  
 FAX: 804-330-6101  
 HOURS: 8:00-4:15

## SECTION III - PARTS A &amp; B

WISCONSIN PHYSICIANS' SERVICE INSURANCE CORPORATIONCLAIMS:

P.O. Box 1787  
Madison, Wisconsin 53701

## ADMINISTRATION:

P.O. Box 8190  
Madison, Wisconsin 53708

## STREET ADDRESS:

1601 Engel Street  
Madison, Wisconsin 53713

## PART B JURISDICTION: State of Wisconsin

PHONE: 608-221-4711  
FAX: 608-221-3614  
PROFS ID: HCFACHI(00951E)

CONTRACT NO. HCFA 87-032-2  
HOURS: (Winter) 7:25 - 4:00  
(Summer, M-Th.) 7:10 - 4:15  
(Summer, Fri.) 7:10 - 11:10

James R. Riordan  
President and Chief  
Executive Officer  
PHONE: 608-221-5142

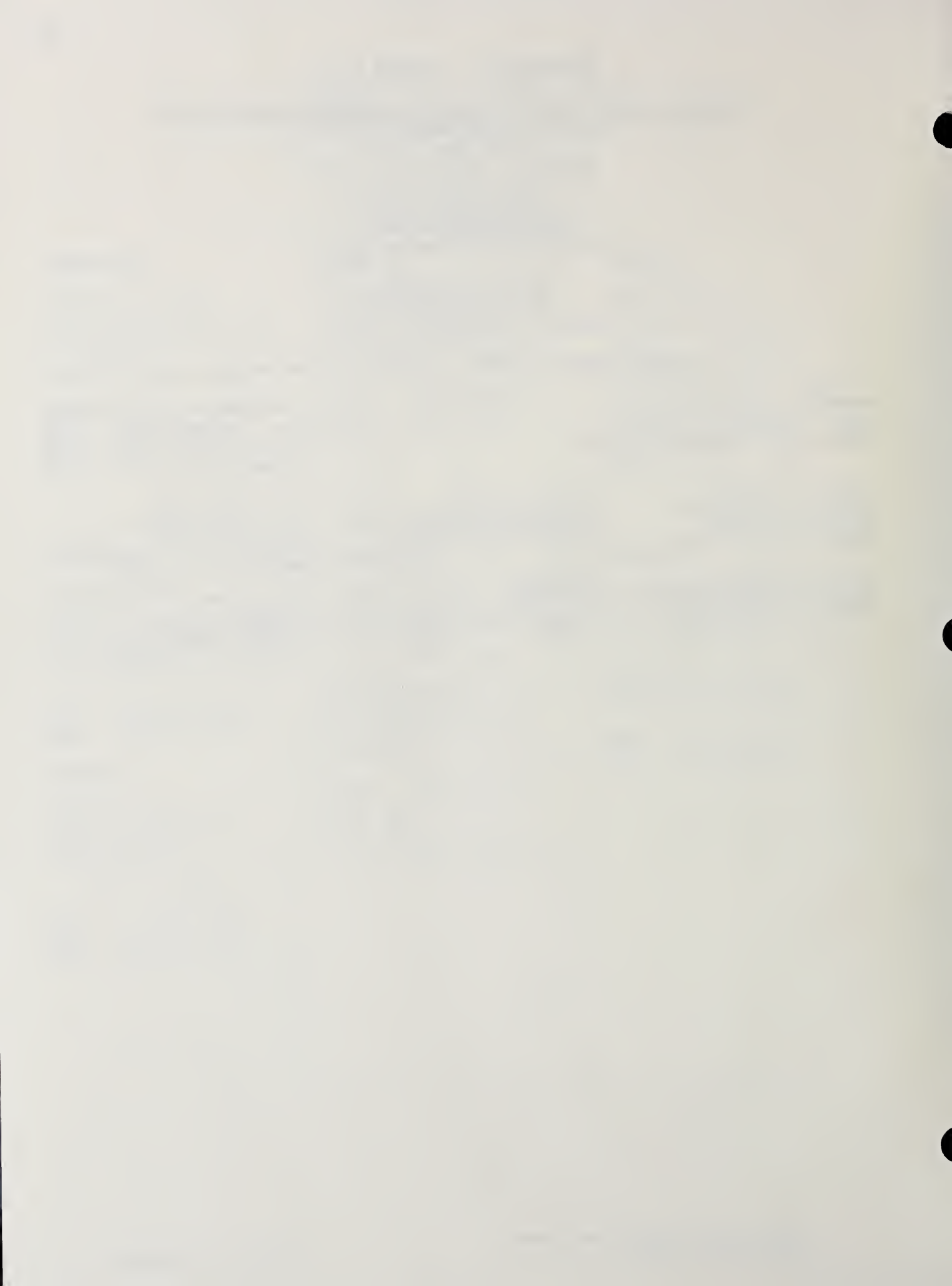
Robert H. Luck  
Vice President  
Claims Operations  
PHONE: 608-221-5133

Arnold Krubsack,  
M.D., Ph.D.  
Medicare Medical  
Director  
PHONE: 608-221-5146

William Bathke  
Executive Vice President  
PHONE: 608-221-4711  
Ext. 3490

Ned Boston  
Director  
Medicare Administration  
PHONE: 608-221-5084

Mary Strope  
Manager  
Customer Service  
PHONE: 608-221-6898







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1973





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